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PATENT

THE UNITED STATES PATENT AND TRADEMARK OFFICE

First Named
Inventor : Brent Magouirk et al.

Appln. No.: 10/052,577

Filed : January 18, 2002

For : CUSTOMER MANAGEMENT SYSTEM

Group Art Unit:2166

Docket No.: S77.12-0002

**RESPONSE TO NOTICE TO FILE MISSING PARTS
OF APPLICATION - FILING DATE GRANTED
UNDER 37 C.F.R. §§ 1.53(f) AND 1.16(e)**

Box Missing Parts
Commissioner for Patents
Washington, D.C. 20231

I HEREBY CERTIFY THAT THIS PAPER IS BEING
SENT BY U.S. MAIL, FIRST CLASS, TO THE
ASSISTANT COMMISSIONER FOR PATENTS,
WASHINGTON, D.C. 20231, THIS

17th DAY OF April, 2002.

Christopher J. Holt
PATENT ATTORNEY

Sir:

In response to the Notice to File Missing Parts of Application - Filing Date Granted dated February 19, 2002, Applicant encloses the following documents to complete the above-identified patent application filed January 18, 2002:

1. Our check in the amount of \$435 (to cover the filing fee \$370 and surcharge fee of \$65).
2. Combined Declaration and Power of Attorney executed by the inventor(s).
3. Fee Calculation Sheet (duplicate).
4. Notice to File Missing Parts of Application-Filing Date Granted.
5. 16 sheets of formal drawings
6. Letter to Official Draftsperson

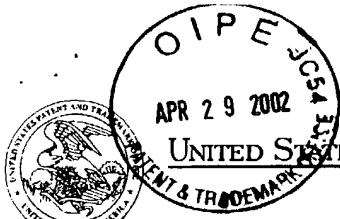
7. Small Entity Statement
8. Executed Assignment
9. Assignment Recordation Cover Sheet
10. Check \$40.00

The Director is authorized to charge payment of any additional fees associated with this paper or credit any overpayment to Deposit Account No. 23-1123. A duplicate copy of this sheet is enclosed.

Respectfully submitted,
WESTMAN, CHAMPLIN & KELLY, P.A.

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CLH:slg



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WASHINGTON, D.C. 20231
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(3)

APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
10/052,577	01/18/2002	Brent Magouirk	S77.12-0002

CONFIRMATION NO. 7360
FORMALITIES LETTER



WESTMAN, CHAMPLIN & KELLY
SUITE 1600 - INTERNATIONAL CENTERE
900 SECOND AVENUE SOUTH
MINNEAPOLIS, MN 55402-3319

Date Mailed: 02/19/2002

NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.53(b)

Filing Date Granted

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given **TWO MONTHS** from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The statutory basic filing fee is missing.
Applicant must submit \$ 370 to complete the basic filing fee for a small entity.
- The oath or declaration is unsigned.
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(l) of \$65 for a small entity in compliance with 37 CFR 1.27, must be submitted with the missing items identified in this letter.
- **The balance due by applicant is \$ 435.**

The application is informal since it does not comply with the regulations for the reason(s) indicated below.

The required item(s) identified below must be timely submitted to avoid abandonment:

- Substitute drawings in compliance with 37 CFR 1.84 because:

- drawing sheets do not have the appropriate margin(s) (see 37 CFR 1.84(g)). Each sheet must include a top margin of at least 2.5 cm. (1 inch), a left side margin of at least 2.5 cm. (1 inch), a right side margin of at least 1.5 cm. (5/8 inch), and a bottom margin of at least 1.0 cm. (3/8 inch);

04/30/2002 NM0HAMM1 00000095 10052577

01 FC:201
02 FC:205

A copy of this notice MUST be returned with the reply.

T Segreeda

Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE